



HWU STUDENT ACCOUNT GUIDE

essential information for new students

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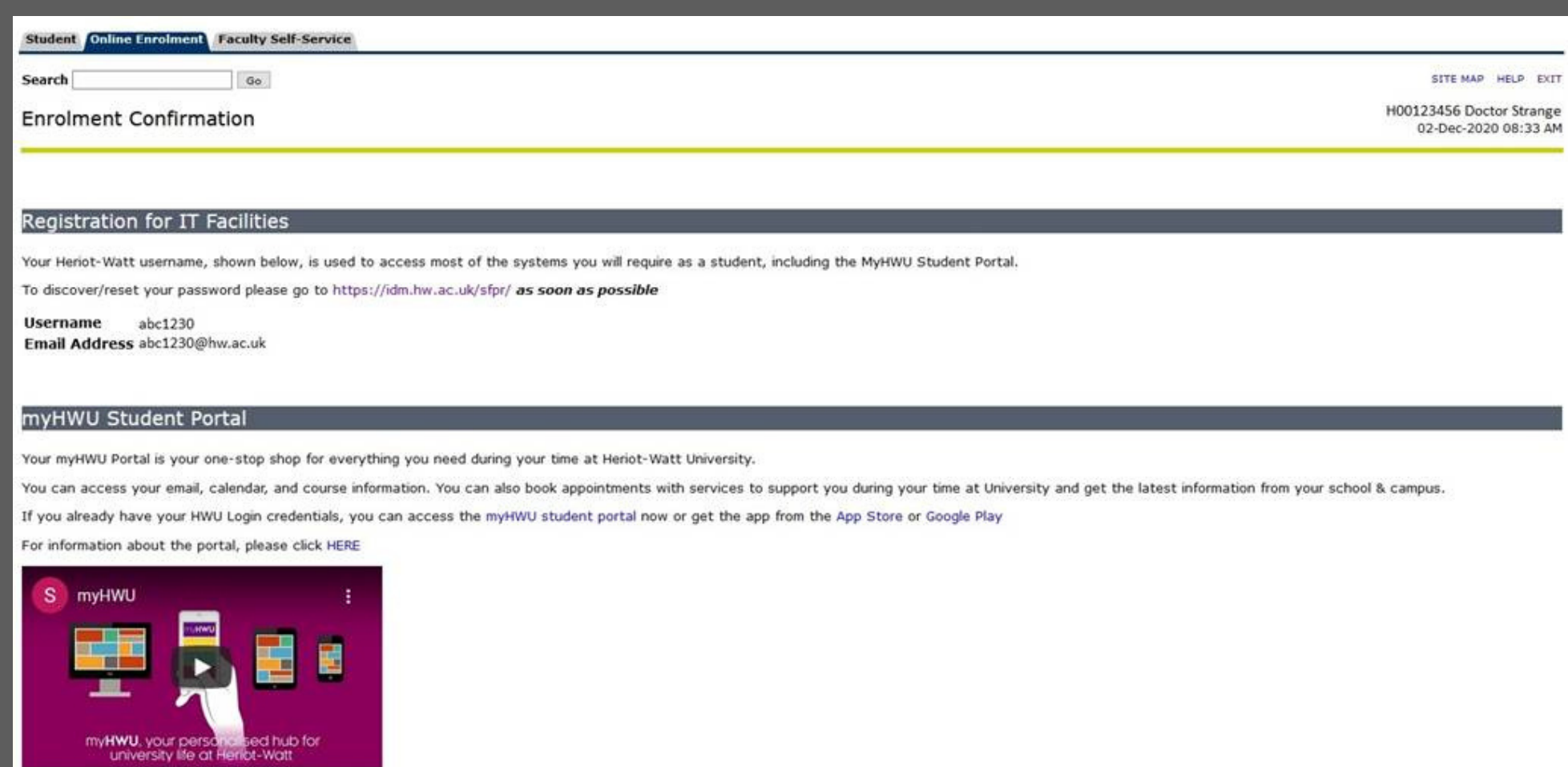
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Activating your HWU IT account

Step 1

At the end of your enrolment process, you will get your username and email address. Your username will be used to log in to the IT facilities. On that page, there will be a link to reset your HWU password [<https://idm.hw.ac.uk/sfpr/>].

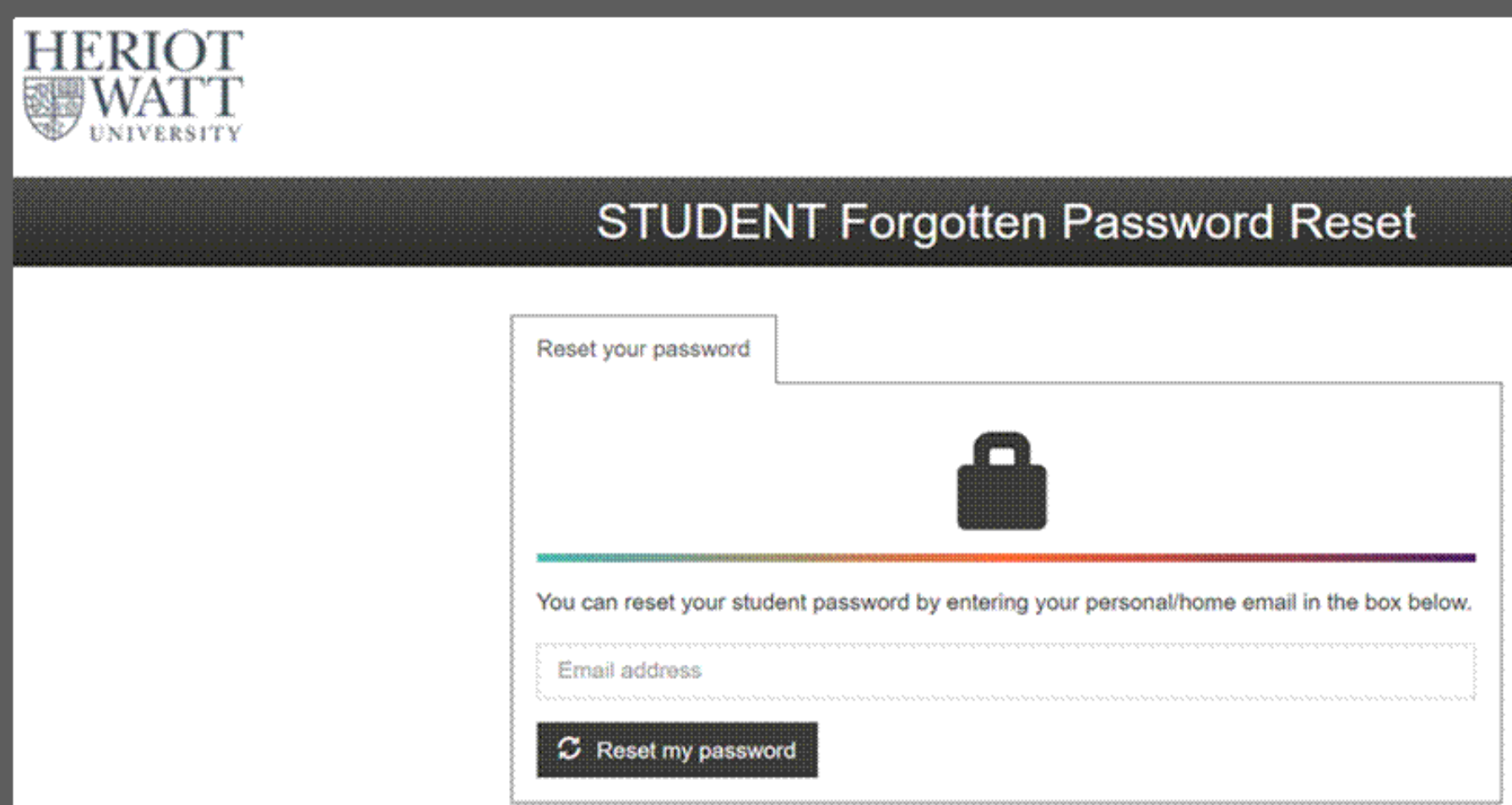
Please be informed that this **must** be completed for you to start using your IT account.



The screenshot shows the 'Enrolment Confirmation' page on the Heriot-Watt University website. At the top, there are navigation tabs for 'Student', 'Online Enrolment', and 'Faculty Self-Service'. A search bar is located on the left, and 'SITE MAP', 'HELP', and 'EXIT' links are on the right. The main heading is 'Enrolment Confirmation'. Below this, there is a section titled 'Registration for IT Facilities'. The text states: 'Your Heriot-Watt username, shown below, is used to access most of the systems you will require as a student, including the MyHWU Student Portal. To discover/reset your password please go to <https://idm.hw.ac.uk/sfpr/> as soon as possible'. The username is 'abc1230' and the email address is 'abc1230@hw.ac.uk'. Below this is the 'myHWU Student Portal' section, which describes it as a one-stop shop for university services. At the bottom, there is a graphic for 'myHWU' with the tagline 'myHWU, your personalised hub for university life at Heriot-Watt'.

Step 2

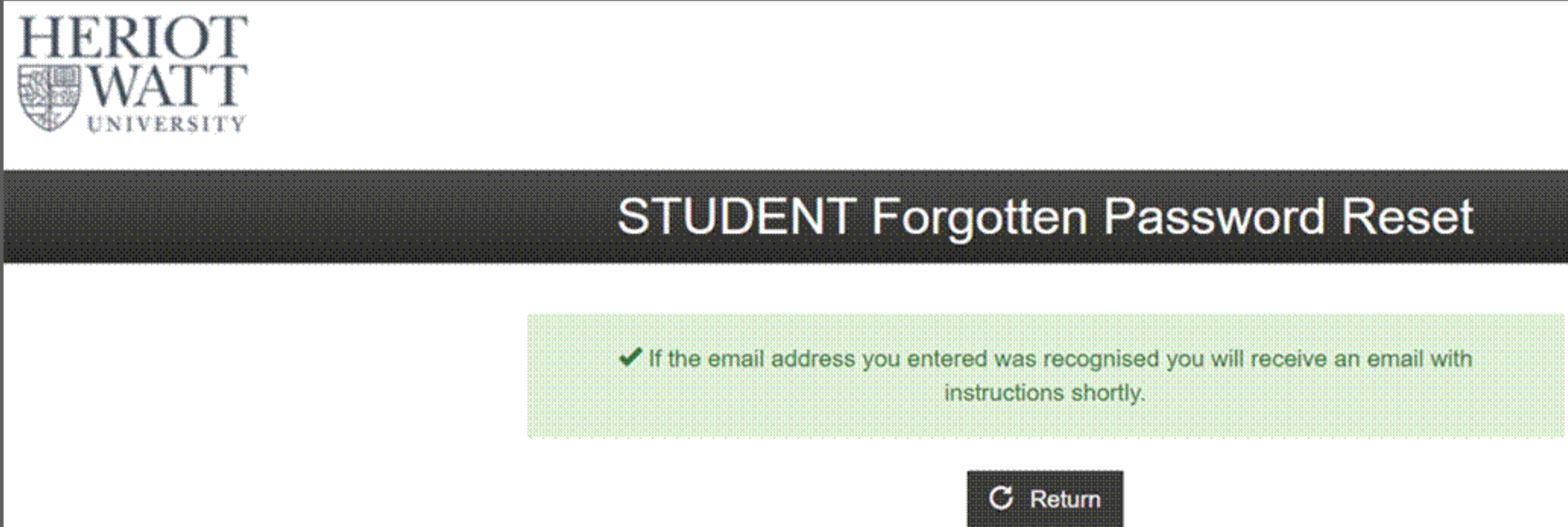
At the '[STUDENT Forgotten Password Reset](#)' page, enter your personal email that was used during admission.



The screenshot shows the 'STUDENT Forgotten Password Reset' page on the Heriot-Watt University website. The Heriot-Watt University logo is at the top left. The page title is 'STUDENT Forgotten Password Reset'. Below the title, there is a section titled 'Reset your password'. It features a large padlock icon and a rainbow-colored horizontal bar. The text says: 'You can reset your student password by entering your personal/home email in the box below.' There is a text input field labeled 'Email address'. Below the input field is a button labeled 'Reset my password' with a circular arrow icon.

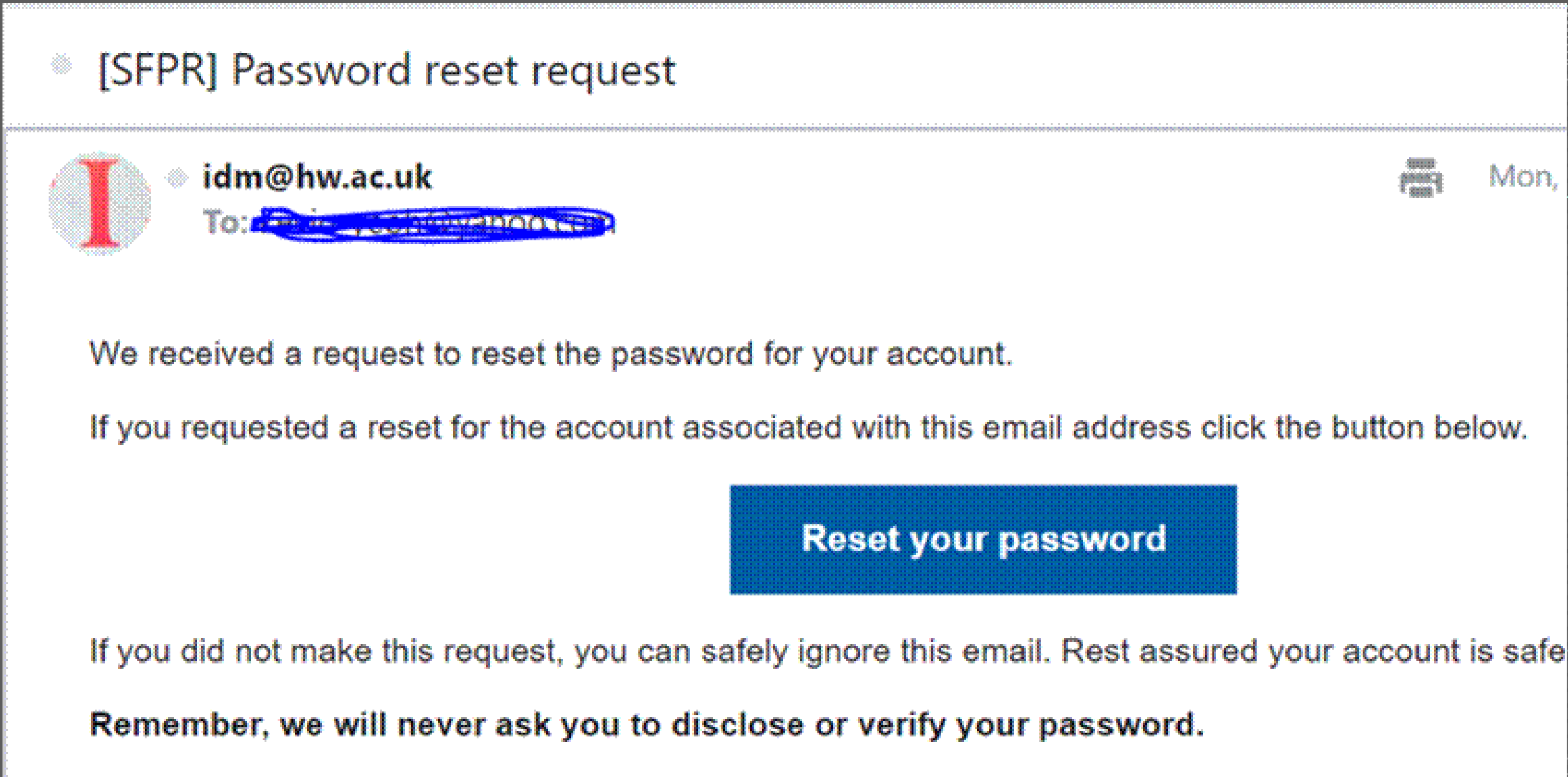
Step 3

Please wait for a few minutes for the '**password reset email**' to arrive at the email that you have provided in Step 1.



Step 4

Go to the mailbox that you have provided in Step 1 and look for the email from **idm@hw.ac.uk**. Open the email and click on the '**Reset your password**' button, as shown below.



Step 5

Upon clicking the button, it will lead you to the 'Reset your password' page. Follow the presented instructions carefully.

Your password must include:

- minimum of 8 characters
 - at least one upper case character (A–Z)
 - at least one lower case character (a–z)
 - at least one number (0–9)
 - at least one special character (e.g. -!*%&:\/\$#@?!+=).
-
- NOT contain your username.
 - NOT contain 3 or more consecutive characters from your username or name.
 - NOT re-use old passwords.

Reset your password

Fill in this simple form to reset your password.

Choose a new secure password and type it into both form fields to confirm that it is correct.

Please note that your password must obey the following rules:

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Your password must NOT contain your username.

Your password must NOT contain 3 or more consecutive characters from your username or name.

Do NOT re-use old passwords.

12 or more characters recommended.

Your password must contain at least one special character (e.g. -!*%&:\/\$#@?!+=).

Your password must have a minimum of 8 characters.

Your password must contain at least one upper case character.

Your password must contain at least one lower case character.

Your password must contain at least one number.

Password

×

Password confirmation

×

✓

Reset my password

Step 6

Your password has been reset. Now, you can enjoy the IT facilities with your new username and the new password that you have created.

Your password has been reset.

You can begin using your new password right away.

⌂

Return

5

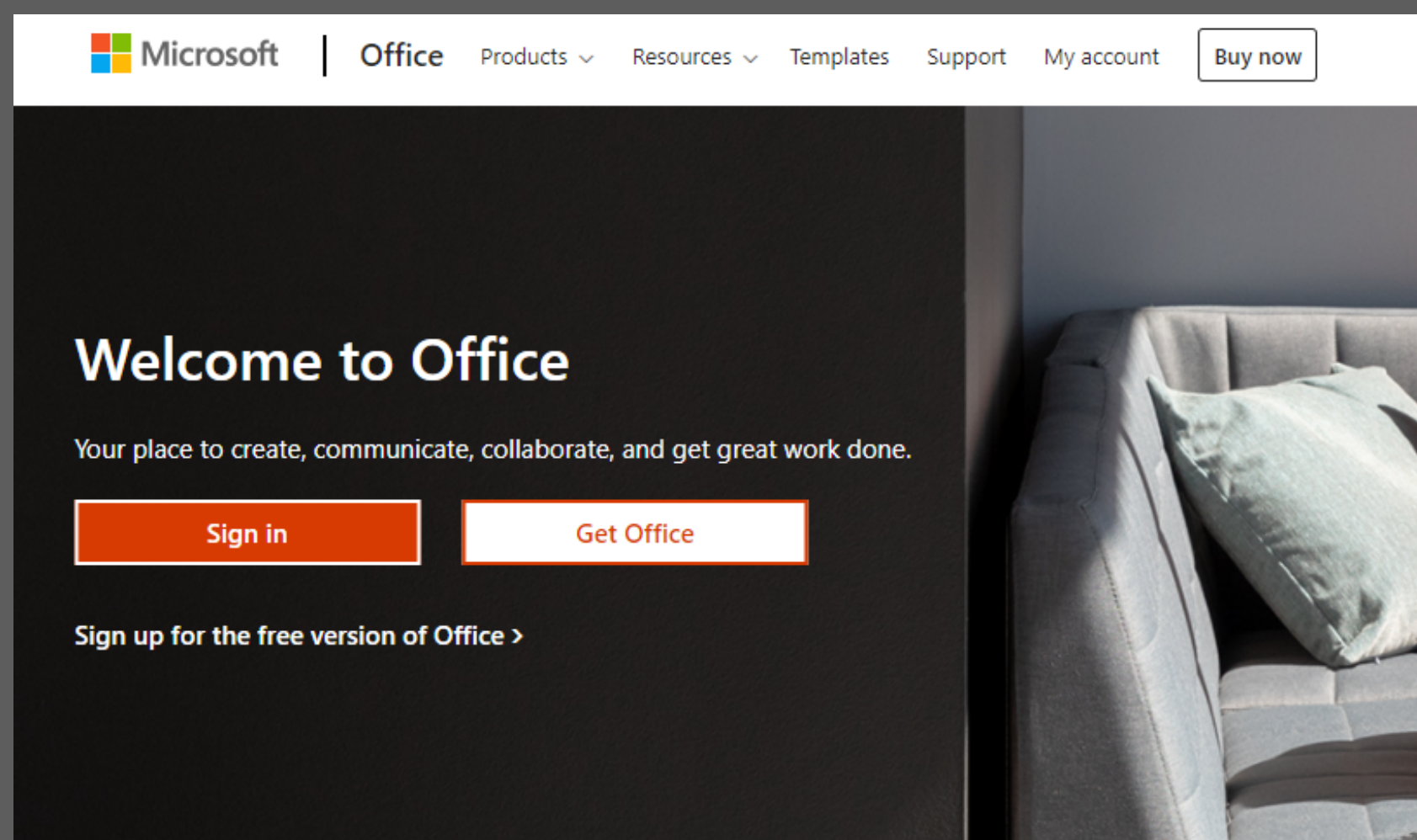
Accessing your HWU email

Step 1

Students can access the HWU emails at <http://www.office.com>.

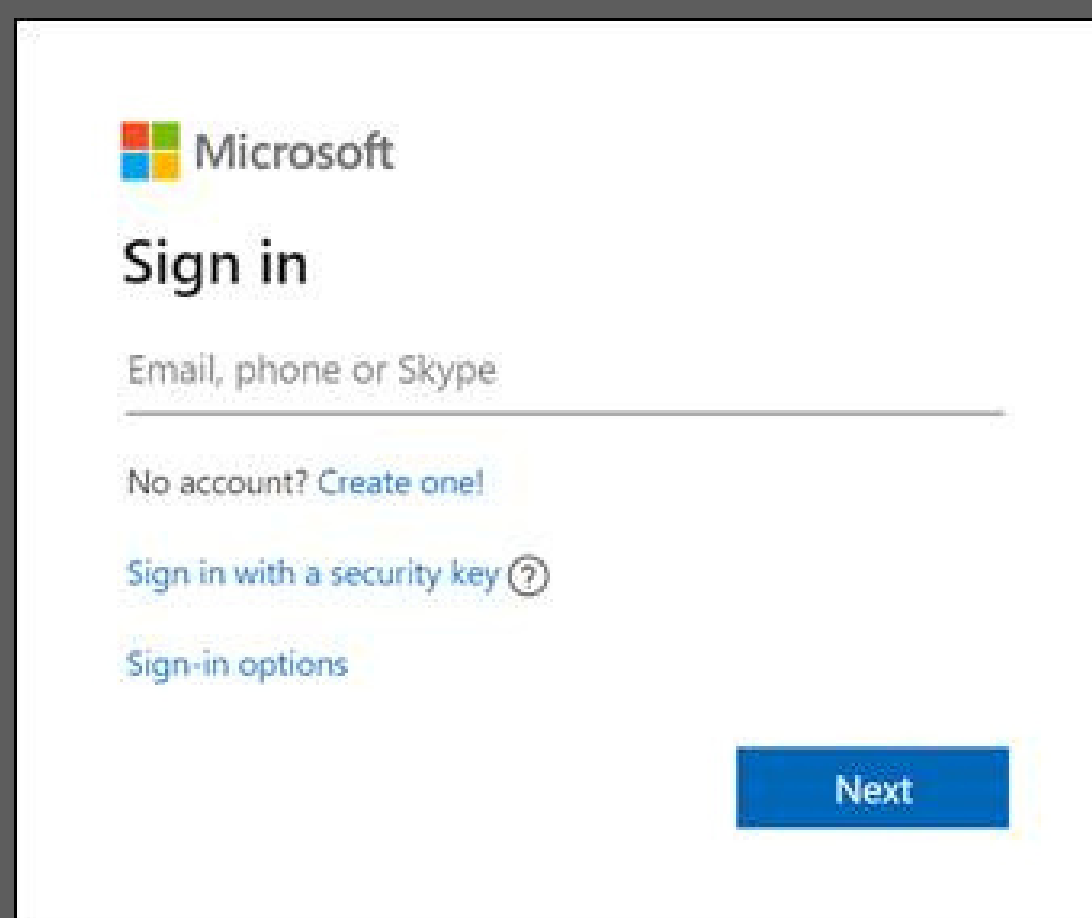
Step 2

Click the 'Sign-in' button to enter the login page.



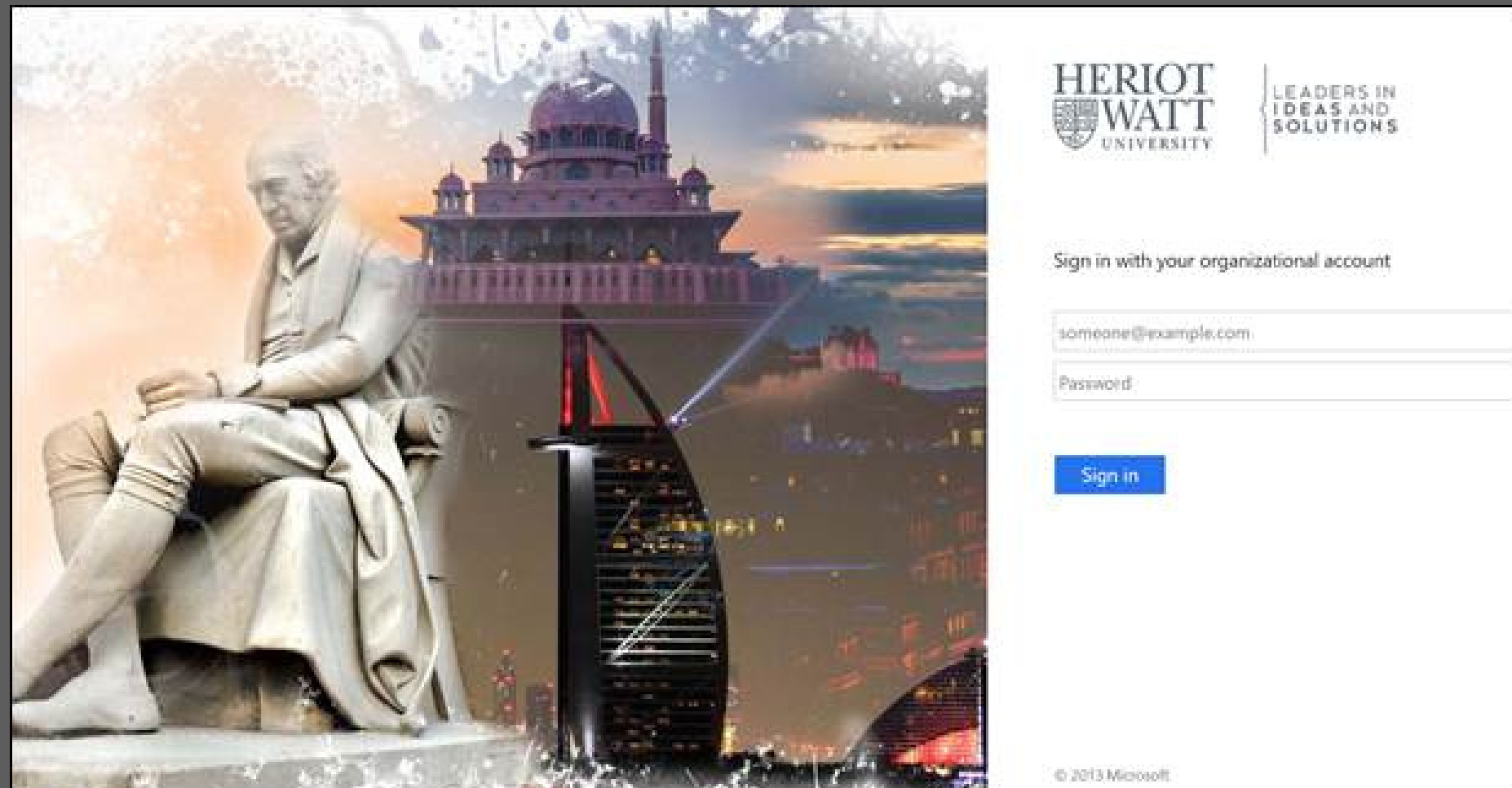
Step 3

At the Microsoft login page, sign in using the **HWU user ID** [eg: abc123@hw.ac.uk]. Then, click the 'Next' button.



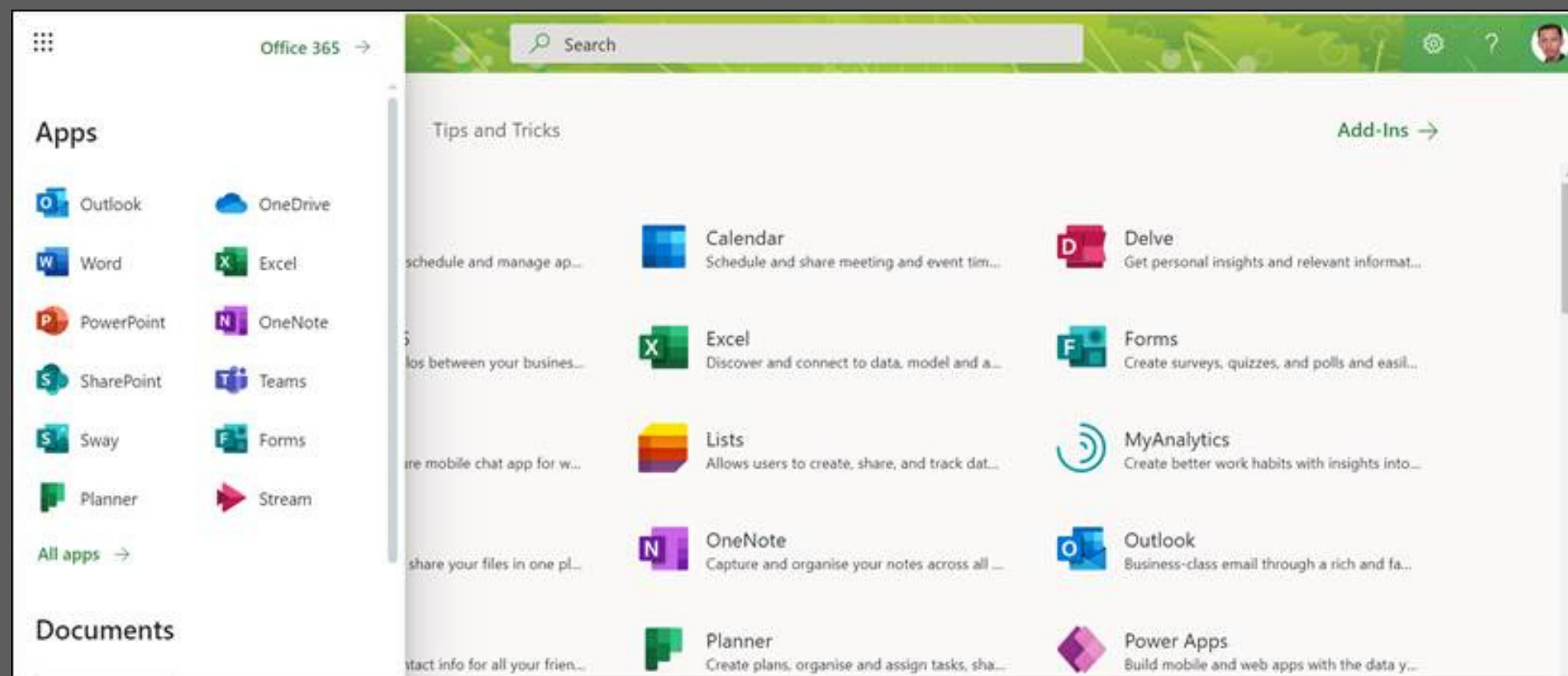
Step 4

The HWU login page will pop up. Please key in your **HWU user ID** [eg: abc123@hw.ac.uk] and enter your password.



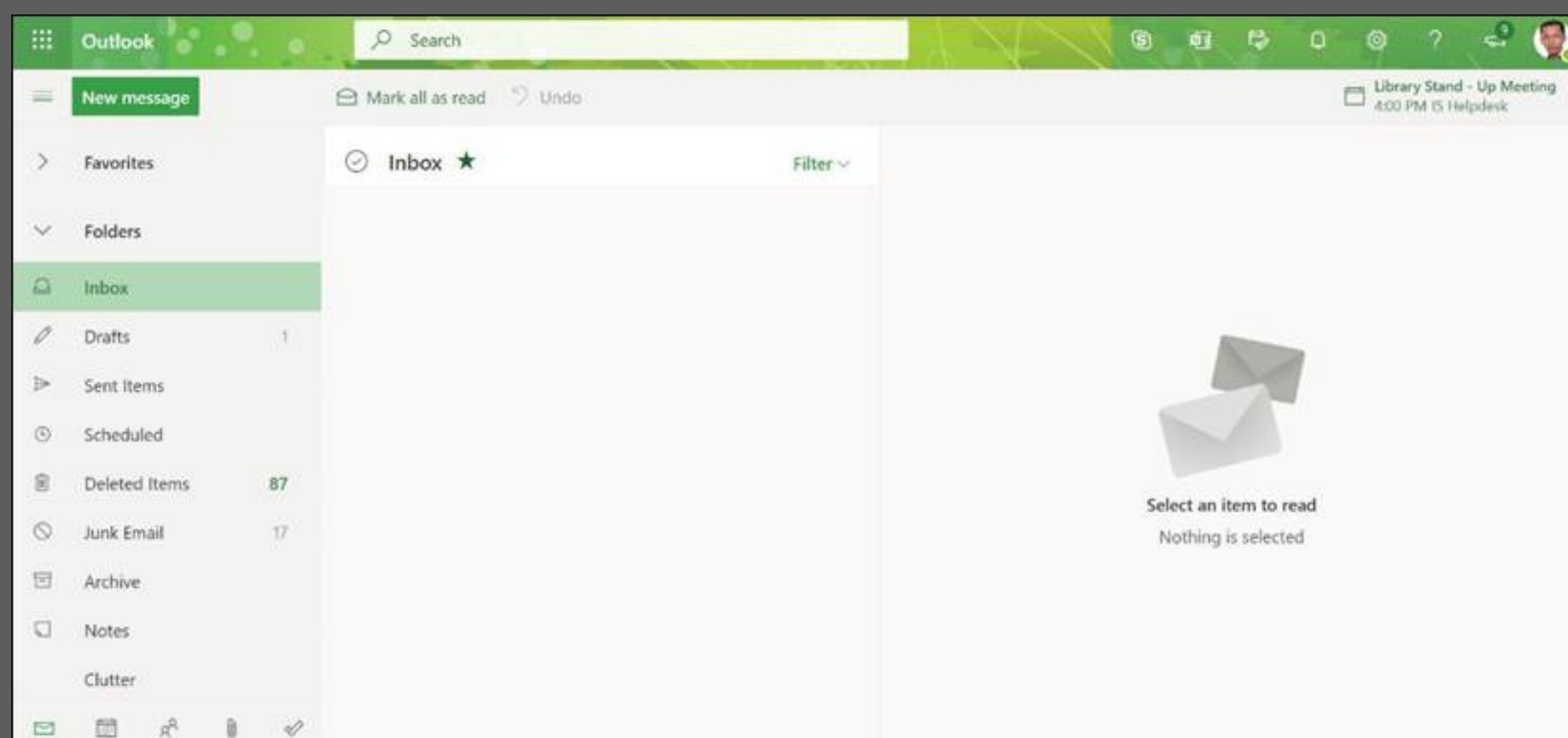
Step 5

Once you have logged in, please look for the '**Outlook**' application and click the icon to access your email.



Step 6

After that, you should be able to access your email as shown below.



f.a.q.

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I am unable to reset my HWU IT password.

As stated in **Step 5, Page 5** above, please follow the password prerequisites in order for the system to accept your password. If you still encounter any errors, please report this issue to ISHelp@hw.ac.uk.

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How do I access other services such as Vision, student portal, etc?

We are happy that you are excited to use our services! Please wait for the actual Welcome Week where we will present this to you.

3

What if I don't get the enrolment confirmation page and I am not able to reset my password?

Please report this issue to HWUM-Welcome@hw.ac.uk.

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